

HP Asset Manager

Software Version: 9.40 Patch 4
Windows[®] and Linux[®] Operating Systems

Release Notes

Document Release Date: June 2014
Software Release Date: June 2014



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The title page of this document contains the following identifying information:

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Asset Manager Release Notes

for the Windows ® and Linux ® Operating Systems.

Software version: 9.40 Patch 4

Publication date: June 2014

This document is an overview of the changes made to Asset Manager (AM). It contains important information that is not included in books or Help. You can find information about the following in this document:

["Installation requirements " on page 9](#)

["Fixed defects in this release" on page 12](#)

Support Matrix

For information about the installation requirements and compatibility with other products, see the Asset Manager Support Matrix. The support matrix may be updated between releases, and so is only available at the HP Support web site:

<http://support.openview.hp.com/selfsolve/manuals>

The support matrix includes the following information:

- **Requirements**

- Hardware
- Operating System
- Databases
- Application Servers
- Web Servers
- Web Browsers and Plug-ins

- **Compatibility**

- Languages
- Internationalization Variances
- Virtualization Products

- High-Availability Products
- HP Software Integrations
- HP Software Coexistence
- Other Software Coexistence
- Server / Client Compatibility
- Performance and Sizing
- **Obsolescence Plans**

New features in this release

This version of Asset Manager provides the following update:

- OpenSSL is upgraded to OpenSSL 1.0.1h on Windows and Linux platforms (32-bit and 64-bit).

Installation requirements

You can find steps to install Asset Manager, in the Asset Manager Installation Guide on the product installation media at this location:

ac\program files\HP\Asset Manager <version> <installation language code>\doc\pdf

After installation, the Asset Manager Installation Guide is available at this location:

<Asset Manager installation folder>\doc\pdf.

Installation notes

Stored procedure change for database

If you are migrating from a version earlier than 9.40 (not including 9.40), follow the instructions described in the Installation and Migration guides.

If you are migrating from a version between 9.40 (including 9.40) and 9.40 Patch 4 (not including 9.40 Patch 4), you must also follow these steps to adopt a stored procedure change.

1. Close any applications that are related to Asset Manager, such as the Windows Client, Web Client, Auto Process Manager and applications that call Asset Manager .dll files.
2. Back up the database.
3. Follow the regular installation procedure as described in the Installation and Migration guides.
4. Execute one of the following procedure scripts according to the database you use.
 - For Microsoft SQL Server

```
SET ANSI_NULLS ON
GO
SET QUOTED_IDENTIFIER ON
GO
CREATE procedure UP_GETINDEPID as
    declare @id int
    if (select count(*) from IndependentLastId WITH (READUNCOMMITTED) )>20 delete from IndependentLastId where lRemain = 0
    select @id= Min(IdSeed) from IndependentLastId WITH (READUNCOMMITTED) where lRemain > 0 and lInUse = 0
    if (@id > 0) begin update IndependentLastId set lInUse = 1 where IdSeed = @id return @id end
    insert into IndependentLastId(Value, lRemain, lInUse) values(@@SPID,32, 1)
    return @@IDENTITY
```

- For Oracle Database

```
create or replace procedure UP_GETINDEPID(lSeedId OUT NUMBER) AS PRAGMA AUTON
OMOUS_TRANSACTION;
v_id NUMBER DEFAULT 0;
v_count INT DEFAULT 0;
BEGIN
select count(*) into v_count from IndependentLastId where lRemain = 0;
IF(v_count > 20) THEN
    delete from IndependentLastId where lRemain = 0;
END IF;
select Min(IdSeed) into v_id from IndependentLastId where lRemain > 0 and lIn
Use = 0;
if (v_id is null or v_id = 0) then
    select IndependentLastId_autoid.nextval into lSeedId from dual;
    insert into IndependentLastId(IdSeed, value, lRemain, lInUse) values
(lSeedId, 1, 32, 1);
else
    update IndependentLastId set lInUse = 1 where IdSeed = v_id;
    lSeedId := v_id;
end if;
commit;
END;
```

```
create or replace procedure UP_GETID(lSeedId OUT NUMBER) AS PRAGMA AUTONOMOU
S_TRANSACTION;
v_id NUMBER DEFAULT 0;
v_count INT DEFAULT 0;
BEGIN
select count(*) into v_count from LastId where lRemain = 0;
IF(v_count > 20) THEN
    delete from LastId where lRemain = 0;
END IF;
select Min(IdSeed) into v_id from LastId where lRemain > 0 and lInUse = 0;
if (v_id is null or v_id = 0) then
    select LastId_autoid.nextval into lSeedId from dual;
    insert into LastId(IdSeed, value, lRemain, lInUse) values(lSeedId, 1
, 32, 1);
else
    update LastId set lInUse = 1 where IdSeed = v_id;
    lSeedId := v_id;
end if;
commit;
END;
```

■ For IBM DB2

```
create procedure UP_GETINDEPID (OUT lSeedId INTEGER) LANGUAGE SQL BEGIN
DECLARE v_id INT DEFAULT 0;
DECLARE v_count INT DEFAULT 0;
```

```
select count(*) into v_count from IndependentLastId where lRemain = 0;
IF(v_count > 20) THEN delete from IndependentLastId where lRemain = 0; END I
F;
select Min(IdSeed) into v_id from IndependentLastId where lRemain > 0 and lIn
Use = 0;
if (v_id is null or v_id = 0) then
    insert into IndependentLastId(value, lRemain, lInUse) values(1, 32,
1);
    select Max(IdSeed) into v_id from IndependentLastId;
    set lSeedId = v_id;
else
    update IndependentLastId set lInUse = 1 where IdSeed = v_id;
    set lSeedId = v_id;
end if;
end;
```

Fixed defects in this release

The reference number for each fixed defect is the Change Request (QCCR) number. For more information about fixed defects, visit [HP Software Support Online](#), or contact your HP Support representative directly.

Title: The **AmExecTransition** function does not work correctly in a wizard. (QCCR1E105734)

Description: You invoke the **Finish** transition via the button click, link to another wizard and then link back again. However, when you use the **AmExecTransition** function, the initial wizard does not finish. Instead, it shows a blank page.

Resolution: This defect is fixed. The **AmExecTransition** function now works correctly.

Title: You cannot log on to the Web client using the Admin account with certain licenses. (QCCR1E107515)

Description: When you try to use the Admin account to log on to the Web client, an error message appears and indicates that the amount of named accounts is overrun by 3 and only "Admin" is able to log on. This issue does not occur on the Windows client.

Resolution: This defect is fixed. You can now successfully log on to the Web client with the **Admin** account.

Title: A duplicate ILoginSlotId index error message appears when you log on. (QCCR1E108875)

Description: When you log on, you may receive an error message that indicates that a duplicate value is inserted into amLoginSlot for the ILoginSlotId. This happens to both Windows and web client users.

Resolution: This defect is fixed. A new stored procedure named UP_GETINDEID is exposed. The UP_GETINDEPID and UP_GETID stored procedures are also enhanced for oracle database server.

For more information about the instructions on how to create UP_GETINDEPID and update UP_GETID, refer to "[Installation notes](#)" on page 9.

Users can add exclusive lock in the stored procedures if Asset Manager works in a high concurrency environment. The instructions on how to add the lock to the stored procedure is available in the Tuning guide.

Title: The **selectPageAQL** JNI API generates an incorrect SQL from AQL. (QCCR1E108915)

Description: When calling the AM JNI API **selectPageAQL** to query a collection of data with an AQL statement that resembles "SELECT AssetTag, Computer.IComputerId, Computer.Portfolio.IPortfolioItemId FROM amPortfolio ORDER BY IPortfolioItemId", the following error returns.

Caused by: Error (12,001): ODBC error: [Microsoft][ODBC SQL Server Driver][SQL Server]The column 'P1lPortfolioItemId' was specified multiple times for 'PageT'. SQLState: 37000
ODBC error: [Microsoft][ODBC SQL Server Driver][SQL Server]Statement(s) could

not be prepared. SQLState: 37000
SQL statement 'SELECT * FROM (SELECT P1.lPortfolioItemId P1lPortfolioItemId,
P1.lPortfolioItemId P1lPortfolioItemId, P1.AssetId P1AssetTag, C2.lComputerId
C2lComputerId, ROW_NUMBER()OVER(ORDER BY P1.lPortfolioItemId) rowno FROM
amPortfolio P1, amComputer C2 WHERE P1.lPortfolioItemId <> ? AND
P1.lPortfolioItemId=C2.lItemId) PageT WHERE PageT.rowno >= 1 AND PageT.rowno
<= 2' could not be executed
Parameter 0='0'

Resolution: This defect is fixed. The **selectPageAQL** API now works correctly.

Title: Inconsistent date format in the **NewVal** field of the **amHistory** table. (QCCR1E66092)

Description: The data format of the **NewVal** field in the **amHistory** table changes when **My regional setting** changes. This is not the expected behavior.

Resolution: This defect is fixed. The format of the **NewVal** field in the **amHistory** table is "yyyy-mm-dd". It is a fixed format so that it does not change with the system regional setting change.

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Feedback on Release Notes (Asset Manager 9.40 Patch 4)

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to ovdoc-ITSM@hp.com.

We appreciate your feedback!